Agile. Training and Certification Courses.

"*Learn from yesterday, live for today, hope for tomorrow. The important thing is not to stop questioning.*"

Albert Einstein

Teledec
INTERNATIONAL

L E A D E R S H I P .   T E A M W O R K .   S E L F - O R G A N I Z A T I O N .   A C C O U N T A B I L I T Y .

Agile Overview.

Your IT staff's success—is our obsession.

Agile methods or Agile processes generally promote a disciplined project management process that encourages frequent inspection and adaptation, a leadership philosophy that encourages teamwork, self-organization and accountability, a set of engineering best practices intended to allow for rapid delivery of high-quality software, and a business approach that aligns development with customer needs and company goals. Agile development refers to any development process that is aligned with the concepts of the Agile Manifesto.

Benefits of Agile Training

Agile training can shorten the learning curve to achieve faster ROI. The sooner products get to market the sooner clients' see the benefits from improved, frequent releases. Agile training can get development moving early so a functional 'ready to market' product begins to emerge after a few iterations.

Commonality of message, concepts, implementation tactics, language and perspective, is best obtained by project teams attending the same training, in the same class, at the same time if at all possible.

About the Trainer.

Suresh GP is Teledec's VP of Information Technology. He has more than 16 Years of IT experience and a wealth of experience in different facets of IT Service Management, IT Governance, Business Relationship Management, Agile, DevOps. Over the years, he has performed diversified roles that included ITSM Consultant/ Solution Architect/ Program Manager/Business Consultant, Architecture & Standards Governance Manager.

With ideal blend of experience in Infrastructure Management domain and Managed Services, he continues to be a trusted advisor for Clients World Wide. To complement his extensive experience, he has earned wide range of certifications that include ITIL V3 Expert, CGEIT, Business Relationship Management Professional, PMP, DevOps Foundation, Certified Agile Service Manager, ISO 20000 Practitioner and ISO/IEC 20000 & 27001 Lead Auditor. He is a regular blogger and speaker in National & International Forums and some of the Publications and blogs are available at ISACA, PMI, HDI Connect and ITSM Portal. Suresh is also the Regional Leader for Business Relationship Management Institute for APAC and was awarded the ITSM Contributor of the Year 2013 by itSMF Singapore.

Call 630.300.5121 to discuss your needs with one of our consultants, and for a FREE estimate.

A G I L E   S E R V I C E   M A N A G E R   A N D   P R O C E S S   O W N E R   C E R T I F I C A T I O N

Agile Service Manager Certification

This course provides an introduction to Agile Service Management, the application, and integration of agile thinking into service management processes and process design projects. Agile thinking improves IT's effectiveness and efficiency, and enables IT to continue to deliver value in the face of changing requirements.

Learning Objectives.

Leadership, teamwork, self-organization, and accountability.

The learning objectives for Certified Agile Service Manager (CASM) include an understanding of:
- What it means to "be Agile"
- The Agile Manifesto, it's core values and principles
- Agile concepts and practices including ITSM, Kanban, Lean and DevOps
- Scrum roles, artifacts and events as it applies to both products and processes
- The two aspects of Agile Service Management
- Agile Process Improvement — ensuring processes are lean and deliver "just enough" control
- Agile Process Design — applying Agile practices to process design projects

Target Audience

Agile Service Manager certification program provides excellent ROI and is ideally suited for:

- Anyone interested in learning about Agile and Scrum from a products and process perspective
- Employees and managers responsible for designing, reengineering or improving process
- Consultants, internal and external suppliers, Process stakeholders

Certification

Successfully passing (65%) the 60 minute exam, consisting of 40 multiple-choice questions, leads to the designation as a Certified Agile Service Manager. The certification is governed and maintained by the DevOps Institute; exams are delivered through an independent, global examination partner.

Agile Process Owner Certification

This course describes process owner responsibilities and provides the education needed to oversee the design, reengineering, and improvement of IT Service Management (ITSM) processes; particularly in the context of Agile Service Management. Participants learn how to use Agile and Lean principles and practices to put in place 'just enough' process and how to continually align process performance with overall business goals.

Learning Objectives.

Design, redesign, and improve ITSM processes.

- Agile and Agile Service Management concepts
- Process owner role and responsibilities
- Managing and prioritizing a process backlog
- Creating and utilizing user stories
- Collaborating with process stakeholders and other process owners
- Overseeing Agile design/improvement activities
- Managing organizational change activities
- Monitoring and measuring process performance
- Process reviews and improvements

Target Audience

The target audience for this course is:

- Process owners and managers
- Employees/managers responsible for designing, reengineering or improving processes
- Process improvement consultants
- Anyone responsible for managing process requirements, ensuring the efficiency and effectiveness or maximizing the value of processes

Certification

Successfully passing (65%) the 60 minute exam, consisting of 40 multiple-choice questions, leads to the designation as a Certified Agile Process Owner. The certification is governed and maintained by the DevOps Institute; exams are delivered through an independent, global examination partner.

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COMPANY OVERVIEW

OVERVIEW.

Teledec International works with organizations to assess operational effectiveness, identify infrastructure and technology transformation requirements, develop learning programs designed to enhance skills and employee performance, improve and enhance marketing and sales processes, and identify and engage outsourcing and staffing resources, while creating a sustainable growth culture. Through proprietary processes supported by more than 30 years of experience, Teledec senior consultants, designers and engineers build and implement customized business solutions that deliver significant ROI by protecting and improving your organizational assets.

Teledec has been a premier provider of operational, training, and staffing services since 1987. Started as a training company, Teledec's principals are experienced and highly skilled business professionals who have a deep commitment to performance and value. Delivering world-class business solutions requires a deep understanding of industries and markets, as well as having the right people, with the right skills, to get the job done. More than 150 global corporations and institutions have come to rely on Teledec's innovative and cost effective solutions that span an astonishing number of integrated services acrosss a spectrum of industry-specific platforms.

Our goal is to generate measurable results and value for our clients through reliable, cost-effective, high-quality, and innovative services. We are specialists in customizing every aspect of our services to meet the client's exact needs, including research, analysis, design, application development, production, outsourcing and staffing, delivery, and project management.

Call 630.300.5121 to discuss your needs with one of our consultants, and for a FREE estimate or visit our website at teledec.com for more information.

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